SCHEDULER INSTRUCTIONS

Don’t wait around Access DFW.
JOIN THE LINE…
by appointment,
or as a walk-in

*Our walk-in line will close when we reach capacity.
TO SCHEDULE AN APPOINTMENT
(You can schedule an appointment up to 60 days in advance.)

Appointments can be made at the kiosks located in the Access DFW lobby, Terminal B, gate 17, or via the Internet following the instructions below.

Step 1: Visit [www.dfwairport.com/accessdfw](http://www.dfwairport.com/accessdfw) on a tablet, home or work computer. Click the “Join the Line” button.

Step 2: Enter names and cell phone number. Click “Next.”
Step 3: Enter your Social Security number and Employer (this is optional). Click “Next.”

Step 4: Choose what you’re coming in for.
Step 5: If requested, choose a more specific reason for your visit.  
(Some queues may not have this screen.)

Step 6: Choose the box on the right.  
(If you want to join the line as a walk-in, skip to page 7.)
Step 7: Choose an appointment day and time. You can choose different days by clicking on the dark gray arrows in the gray bar.

Step 8: Enter your email (your name will be auto-populated). Click “Next.”
Step 9: Click “Done.”
That’s it, we’ll see you soon!

Thanks! Your FlexAppointment has been booked. Your confirmation code is 6jUK9X9XX6AG4. You will receive a text message confirmation shortly with that same code. As your FlexAppointment time nears, we will place you into our virtual queue, and you will receive SMS updates.

You will receive a text message like this one. The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.
TO VISIT US AS A WALK-IN

There are 3 ways to visit us as a walk in*:

1. Use the kiosks located in the Access DFW lobby, Terminal B, gate 17.
2. Via our website: www.dfwairport.com/accessdfw
3. Text **Access DFW** to 972-860-1730 (please note that you must put a space between “Access” and “DFW”)

*Our walk-in line will close when we reach capacity.

**Kiosk:**

![Kiosk Image]

**Website:**

![Website Image]

**Text:**

Access DFW

3 Application Modifications, AOA Permits, Keys, Employee Portal Law Enforcement Officers, DPS Employees

4 Enroll a New Company, Authorized Signatory Assistance

5 Additional Assistance

Hi New Company! Welcome to QLess - Access DFW! Which line would you like to join?

1 Badge Application or Renewal

2 Take a Training Class

Could you please tell us your name?
Walk in via the Internet

Step 1: Visit www.dfwairport.com/accessdfw on a tablet, home or work computer. Click the “Join the Line” button.

Step 2: Enter names and cell phone number. Click “Next.”
Step 3: Enter your Social Security number and Employer (this is optional). Click “Next.”

Step 4: Choose what you’re coming in for.
Step 5: If requested, choose a more specific reason for your visit. (Some queues may not have this screen.)
Click “Next.”

Step 6: Choose the box on the left.
(If you want to make an appointment, go to page 2.)
Step 9: Click “Done.”
That’s it, we’ll see you soon!

Thanks! We’re holding your spot in line. You will receive a text message confirmation shortly. We’ll send you updates and let you know when you’ve reached the front of the line.

You will receive a text message like this one. The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.

Text Message
Today 9:51 AM

Thanks! Your est. wait is now 11 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Help
Walk in via text

Step 1: Text **Access DFW** to 972-860-1730
(Please note that you must put a space between “access” and “DFW”)

You will receive text messages like these.
(You may receive the text messages out of order.)
The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.
TEXT COMMANDS

No matter how you join, you will receive status updates via text 24 hours, 1 hour, and 15 minutes in advance.

Applicants can use the following text commands to interact with our scheduler:

- **S**: Request a Status update
- **M**: Request additional time
- **M#**: Request a specific amount of additional time (for example, ‘M20’ if you need 20 additional minutes)
- **N#**: Request a reminder at a specified time before your appointment time or when we are ready to see you (For example, “N30” if you would like a reminder text 30 minutes before)
- **On my way**: If you need 5 more minutes to get to our office
- **C/L/Leave All**: Leave the line
- **J**: To rejoin the line if you missed your spot when we called you (you have 10 minutes to use this option)
- **H**: Request Help
- **W**: switch to receiving your updates with a phone call

Have questions or need help? Please call us at (972) 973 5100 or email accessdfw@dfwairport.com
“M#”  “M20”

Ok, we pushed back your spot in line so you can have more time. Your estimated wait is now 21 min.

“N#”  “N20”

Ok, we will do our best to notify you when you are about 5 min from the front of the line.

Status update from AOA, Keys, Portals, Public Safety: Not ready yet, but your estimated wait is now 4 min. Please head to Access DFW. Need more time? Reply with

On My Way!

Access DFW is now ready to serve you; your name will be called shortly.

“C”  “L”  “Leave all”

Ok, you canceled your FlexAppointment at Access DFW on 9/4/18 at 2:00 PM CDT. Canceled by mistake? Reply "U" in next 10 min to undo.

Thanks! Your est. wait is now 13 min. We’ll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Help

Ok, you have left all lines. See you next time!

Ok, you have left all lines. See you next time!
Access DFW is now ready to serve you; your name will be called shortly.

Sorry, we still haven't heard back from you, so we had to give your spot to someone else. You have 5 min to rejoin the front of the line - reply with "J".

Thanks! Your est. wait is now 7 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Help

Status update from Additional Assistance: Not ready yet, but your estimated wait is now 7 min. Please head to Access DFW. Need more time? Reply with "M".

QLess commands you can send at any time:
S - Status update
L - Leave the line
M - need More time
W - sWitch to voice call updates
N# - Notify me # min before

Ok, we will now call you with QLess status updates instead of sending you text messages. If you want to switch back to text messages, just reply with "W".

Ok, we will now send you QLess status updates as text messages instead of calling you. If you want to switch back to voice calls, just reply with "W".